



Fleet Fuel Card Guidelines

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State of Indiana
Department of Administration
Procurement Division



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INTRODUCTION

The statewide fleet fuel card program is designed to provide state agencies with a widely accepted fleet fuel card that allows state drivers to purchase fuel and auto repair services/items for state vehicles. Use of the fleet fuel card is designed to streamline and automate the purchase of fuel for state business.

This program will allow the state to increase usage and tracking of vehicle related purchases under this program, by increasing information received from card purchases. This program will increase savings to the state by decreasing the amount of manual processes related to the program.

The current contract is with Wright Express Financial Services Corporation. Contract information is listed below:

- Contract Number: ASA 7-7-08-10161/QPA 10161
- Contract Period: July 1, 2007 through June 30, 2014

The Wright Express card is for **official State business only**. **The fleet fuel card should never be used to fuel or purchase maintenance for personal vehicles.**

Agencies must determine who at the agency will serve as the Program Administrator (PA) for this contract. Agencies must also establish internal control procedures to monitor the use of the fleet fuel cards. **These guidelines are not intended to supersede more restrictive guidelines or policies adopted by state agencies.**

GENERAL INFORMATION

The Wright Express program is available to all State of Indiana agencies and governmental bodies within the State who wish to participate. **Each state owned vehicle (except those of INDOT) will be issued a card for this program.**

Contract Administrator contact information:

Gina Kerr
402 W. Washington St. RM W468
Indianapolis, IN 46204
317-234-4998 (office); 317-232-7312 (fax)
gkerr@idoa.in.gov

Wright Express Customer Service contacts:

Customer Service number for card users is 1-800-492-0669.

Priority Queue customer service contact information for Program Administrators is:

Fax: (888) 313-9976
Phone: (866) 747-4441
Email: IndianaPQ@wrightexpress.com

Program Administrator contact is Martin Howgate at 1-207-523-6018 or
Martin_Howgate@wrightexpress.com

Customer service for The National Automobile Club roadside assistance is
1-866-329-3471, Indiana assistance is prompt #1.

CARD ACCEPTANCE

The Wright Express card is accepted by 90% of fueling locations in the U.S. Wright Express is also widely accepted by most major automotive service companies. The card is also accepted by two of the largest roadside assistance companies, Cross Country and the National Automobile Club.

Employees can swipe the Wright Express card at the pump or take it inside to the station attendant for processing at accepting merchants. If a merchant does not accept the Wright Express card but does except MasterCard the merchant can contact Wright Express at **1-800-438-9140** to obtain approval to use the card and then Wright Express will work with the merchant to get them on their system.

It is recommended for the employees to use the pay at the pump to reduce potential transaction error.

CARD ISSUANCE

Cards for each agency will be distributed to the PA for the agency. The cards will be delivered to the address chosen by the PA. The card will be issued for each commissioned vehicle at the agency. Each agency PA will determine how many group cards to be issued without being tied to a commission. Each card will be issued with a 36 month active period.

Wright Express sets up account(s) and issues card(s) within fifteen days after receipt of application. In emergency situations, Wright Express expedites setting up account number(s) and issuing card(s).

CARD RENEWAL

Wright Express will issue all card renewals six (6) weeks prior to expiration date of card. The cards will be issued based on the current approved cards in the WexOnline system. The agency PA will be responsible for keeping all card information current. Wright Express will deliver new cards approximately 15 days prior to expiration to the agency PA.

CARD CANCELLATION

To cancel a card, destroy card and notify Wright Express via WEXonline account maintenance or though customer service at 1-800-492-0669. Also, Rob Gava is available to the PA at 1-207-523-7064.

LOST OR STOLEN CARDS

If a card is lost or stolen notify each of the following immediately:

- Wright Express customer services at 1-800-492-0669.

- Your agency PA or Contract Administrator in IDOA.

PA, upon notification, verifies with Wright Express cancellation of card and works with Wright Express to reissue card for account. Upon notification of lost or stolen card the State is not liable for unauthorized charges.

Wright Express will print and send replacement cards to the PA within 24 hours of notification. All replacement cards will have the same account number but will have a series number that will identify the card as a replacement (example; a first issue card number will end in -001, and a second issue card number will end in -002, etc.).

ACCESS TO FUEL/SERVICE LOCATOR

Wright Express has provided access to online services which will allow any user to locate fuel or service providers that accept the Wright Express card. To access this service go to www.wexonline.com, use INDIANA (all caps) as the User ID and INDIANA1 (all caps) as the password. This is available to any user of the Wright Express card.

APPROPRIATE USE

The Fleet Fuel card is generally to be used for small automotive purchases defined as fuel and auto repair services/items for less than \$500 per transaction. **If an agency has a specific need to allow items outside of the listed appropriate uses approval from IDOA must occur. Exceptions could be use of the card for repairs over \$500. A written document of the agency's policy and procedures will be required.**

The Wright Express Card **CAN** be used to make the following purchase **for state vehicles**:

- **Fuel**
 - Self-service, regular grade, diesel or alternative fuels (E85) only. Full-service, mid-grade and premium fuel can be purchased if priced the same as self-service, regular grade fuels. **Use of mid-grade and premium fuels that are not same price as regular grade must be approved by IDOA.**
- **Roadside Assistance**
 - Towing- (approved vendors available by calling 1-866-329-3471, Indiana assistance is prompt #1.)
 - Mechanical first aid
 - Jump Start
 - Tire Change
 - Lockout assistance
 - Fuel and water delivery
- **Parts & Service**
 - Car washes
 - Oil Changes
 - Mechanical repairs (approval by agency if needed)
 - Oil & Fluids

The Wright Express Card should **NOT** be used to purchase:

- Fuel, roadside assistance, parts and service for personal vehicles

- Full Service, mid-grade and premium-grade gasoline unless specifically required by the vehicle manufacturer and approved by IDOA.
- Food, beverage, alcohol or tobacco products.
- Service covered by vehicle warranty.
- Parts as outlined on current QPAs.

DUTIES

Each Agency is responsible for designating a Program Administrator and Accountant for the fleet fuel card program. The duties for the Program Administrator's duties and those of the Accountant may be designated to multiple persons according to your Agency's structure and business practices. However, each Agency must have one Program Administrator.

The Contract Manager is provided by IDOA Procurement Vendor Manager Section.

Contract Manager

- Sole contact for statewide contract issue reporting, investigation and resolution.
- Ensures that the State and Wright Express are fulfilling contract obligations.
- Contact for agencies wishing exceptions to program business rules.

Program Administrator

- Issuance of Cards, creation of account
- Receipt of cards
- Ensure physical security of fuel cards
- Establish account access
- Distributes fuel card procedures to appropriate agency staff
- Manage the account which includes requesting cards, making changes to cards or terminating cards
- Monitors agency Wright Express accounts to ensure account and card information is current.
- Maintain a record of all persons who have physical access to the card.
- Terminate lost/stolen cards as appropriate.
- Review monthly invoices for appropriateness of card usage following the agency determined reconciliation process.
- Ensure the card is used only for appropriate purchases in conjunction with State business and rules.
- Reconcile or delegation of reconciliation of receipts to applicable fuel card invoice prior to payment.
- Establish agency card restrictions/controls beyond the program-wide restrictions/controls
- Authorized to override card restrictions/controls for agency cards only.
- Receipt of agency activity reports and statements
- Obtains W-9 information for 1099 reporting for Auditors' Office for each service merchant.

Accountant

- Entry and verification of ChartFields for each purchase into PeopleSoft.
- Creation of Claim Voucher for payment.

1099 REPORTING REQUIREMENTS

Each Program Administrator is required to follow the necessary steps for 1099 reporting requirements per the Auditor's Office.

- Review each statement for all charges for services.
- Review VinQ to see if merchant is in system
- If merchant is not in VinQ then obtain W-9 from merchant
- Submit completed W-9 to Auditor's Office with these words marked on the top of the W-9 **"1099 Fuel Card Merchant"**.

INVOICE RECONCILIATION

Each agency is responsible for designating a person or persons responsible for reconciling each monthly invoice from the fleet fuel card vendor to pump receipts. Standard payment policies require retention of receipts and other documentation. Fuel pump and other receipts must be submitted to the agency designated fuel card Program Administrator or designee for reconciliation to the credit card invoice.

Agencies shall have a reconciliation or fuel transaction auditing process in place for the review of all transactions to prevent theft, abuse and fraud relating to the overall use of the card. It is the responsibility of each agency to review fuel card charges and monthly invoices to reduce unnecessary and inappropriate charges. It is also the responsibility of each agency to inform vehicle operators of current contracts and provisions and policies relating to fuel card purchases.

Each invoice is to be reviewed and monitored for the following PRIOR to payment:

- All federal excise taxes have been appropriately removed
- All state sales taxes have been appropriately removed if applicable
- All transactions listed as miscellaneous or other are investigated and verified against receipts
- All transactions for non-fuel products are verified against receipts
- There are no transactions for a fleet fuel card that has been reported lost or stolen, following the date/time that the card was reported lost or stolen.
- There are no transactions for a fleet fuel card that has been returned and should be deactivated

If an agency detects an unauthorized purchase, the transaction should be promptly investigated to determine whether the transaction was listed incorrectly or is truly an unauthorized purchase.

DISPUTED CHARGES

Disputed charges can result from incorrect amounts, duplicate charges, incorrect product codes, incorrect federal excise tax exemptions, incorrect product quantities, unprocessed credits, fraud or misuse. Agency designated personnel must review the statement for discrepancies. Agencies should contact Wright Express on any erroneous charges or other disputed items immediately upon discovery of the potential error.

Disputed items should be documented in writing to Wright Express customer service. The documentation should include but not be limited to the following: card number, driver identification, number used, transaction date and time, transaction dollar amount and reason for

dispute. Copies of any written documentation including documentation describing the resolution of the dispute should be maintained with the monthly billing statement.

Upon notification of a dispute, Wright Express will investigate the dispute and propose a resolution. If the item is found to be an invalid charge Wright Express will credit the agency's account. If the item is found to be a valid charge the agency Program Administrator will be notified in writing and payment will be due on the next statement.

CARD CONTROLS

The following card controls have been established for each card issued. Wright Express will have these controls established at the time an account is opened, but individual cards may have unique controls as needed, with prior approval of IDOA.

Card Prompts at the Point of Purchase

Each time a purchase is made the cardholder will be prompted for two pieces of information:

- PIN
- Odometer

PIN's are user specific, being the last six (6) digits of the employee's HR ID. If your HR ID is 10000125945 your PIN is 125945. Any employee within an agency is authorized to use any Wright Express cards for that agency. **All employees are authorized to use any Wright Express cards for IDOA Motor Pool Vehicles.**

The Odometer is the current reading for the vehicle excluding the tenths reading. For the cards that are agency group cards the entry for the Odometer prompt will be 999999.

Products Allowed

Each card has three categories of allowable purchases. The categories are Fuel, Parts & Service and Roadside. The Parts & Service category includes Quick Lube, Oil, other Fluids and Car Washes. Agencies may limit individual cards to any of the categories as they determine based on their business rules and practices. Each card category will be restricted with the card limits listed below.

Card Limits

Each card category has three limits which are applied to determine if a transaction will be approved. The limits are Transactions Per Day, Dollars Per Day and Dollars Per Transaction.

Each card will be set up with these initial limits: Fuel transactions will be allowed 4 transactions per day, \$200 per transaction and \$800 total spend per day. Parts & Service transactions will be allowed 3 transactions per day, \$100 per transaction and \$300 total spend per day. Quick Lube Services will be allowed 2 transactions per day, \$75 per transaction and \$150 total spend per day. Oil & Fluids purchases will be allowed 2 transactions per day, \$50 per transaction and \$100 total spend per day. Roadside Service transactions will be allowed 2 transactions per day, \$150 per transaction and \$300 total spend per day.

If the card is used in excess of the aforementioned limits the transaction would automatically be declined.

Each agency may impose stricter card limits but must receive approval from IDOA to loosen the card restrictions. **For any card limit changes needed, an email must be sent to IDOA Contract Manager stating the needed modifications for approval. Once the approval is granted, the changes should be made in WEXOnline by the PA.**

EXCEPTION REPORTING

Fuel Type, Fuel Capacity, Product, Time of Day and Day of Week exception parameters are for reporting purposes only. The oil company authorization network cannot currently make declines based on exception parameters. The WEXonline system can create customized exception reporting to show when a card is used improperly, but cannot decline transactions based on these or other parameters.

ONLINE ACCOUNT MANAGEMENT AND REPORTING

Agencies can manage the Wright Express accounts and cards on the WEXonline site as well as run standard reports online at: www.wexonline.com.

Indiana's WEXonline manual is located at <http://www.in.gov/idoa/3694.htm>.

Contact Rob Gava for more details or questions on using these fuel card management products that are available free of charge to state agencies.

BUSINESS RULE EXCEPTION PROCESS

Agencies wishing to request exceptions to the business rules stated above must send a memo via email or mail to the Wright Express Fleet Fuel Program Contract Manager and the IDOA Director of Vendor Management. The memo must contain the business rules changes being proposed, the agency's reason(s) for the change, the agency's business process to ensure monitoring of the agency users for use of the program.